Statistics

Puzzel Administration Portal - Statistics is a web-based tool for presenting traffic reports for the chosen time period.

In this section you will find different articles covering different issues related to reporting/statistics, e.g:

- [Report overview and reporting levels](#) (overview, queue, agent)

- [About time frames, periods and data storage](#)

- [Why different numbers on different reporting levels?](#)

- [How callback is reported](#)

How to select a report, time period, generate report, download, add to Dashboard and create custom reports is described in article [Reports](#).

How to configure which reports that should be sent (as xlsx) by email to which recipients at what intervals (Report subscriptions) is explained in artyicle [Report Subscriptions](#).

Each report's description is available on the web page where you select report, and in addition each column's description is shown as a tooltip over the column header in the actual report presentation.